

February 2013

## Optional Magnetic Card Readers

### For Verifying Client Eligibility using the Services Card

ProviderOne is now the payment processing system for medical/supplies services to Medicaid clients. Clients are issued a permanent Services Card after eligibility is established. The Services Card will not show eligibility information however it does have a magnetic stripe on the back that does contain the encoded information off the front of the card.



Website: [www.WAProviderOne.org](http://www.WAProviderOne.org)

Clients: This is your permanent Services Card. KEEP THIS CARD!  
Present this card to each provider when requesting services.  
For any questions please call Customer Service.

Customer Service ..... 1-800-562-3022  
TTY/TDD ..... 1-800-848-5429

THIS CARD DOES NOT GUARANTEE ELIGIBILITY  
OR PAYMENT FOR SERVICES

Providers: Always verify identity and eligibility.  
Eligibility may be obtained using this card,  
the Provider website, or Customer Service.

← Magnetic Stripe

Providers can verify the services a client is eligible for through several free methods, or they may choose to purchase a magnetic card reader and monthly subscription to read the magnetic stripe on the back of the Services Card. Using a magnetic card reader is optional. Readers will not be provided or sold by the Agency. Training for using the free eligibility check methods can be found at the Provider Relations Training Web Page at <http://hrsa.dshs.wa.gov/provider/training.shtml>.

## Using the Card Readers

### What is a Magnetic Card Reader?

The magnetic card readers (with a monthly subscription) allow providers to "swipe" the Services Card and immediately receive eligibility information. There are at least two kinds of card readers:

- Mini Magnetic Card Readers attach to a computer via a USB connection. Internet access is required. Eligibility information is accessed through secure login to the vendor's website and seen on the computer screen. Providers can print the screen.
- Desktop Magnetic Card Readers use either the Internet or an analog phone line to send inquiries and receive eligibility information. Eligibility information is printed line by line similar to a cash register or credit card receipt.
- VeriFone Vx Dial Terminal: an ANALOG phone line that can be dedicated is required. Note that this device only works through the analog phone line. It will not work on any Internet connection.



**NOTE:** Providers are not required to have a swipe card reader to verify eligibility. There are other free methods.

### How much do the card readers cost?

Costs for card readers vary. Providers are encouraged to shop for the model and vendor that best meets their needs. The Agency does not provide, endorse or sell card readers. However, to ensure that providers would have at least one option for a reader compatible with the Services Card, the vendor for ProviderOne is required to make readers available for purchase by providers who request them. The models under the contract with Client Network Services, Inc. (CNSI) and MedData range from \$100 to \$400.

Model features and specification and eligibility subscription services information is available on MedData's website

<https://www.meddatahealth.com/MedData/ProviderOne/>

**Can I use a card reader I already have?**

It depends on your card reader. The Services Card uses a single track format for data encoding that is readable by many commercial card readers. Card reader specifications and Frequently Asked Questions (FAQs) about compatibility can be found on MedData's website

<https://www.meddatahealth.com/MedData/ProviderOne/>

**Will I need to subscribe to a service?**

Yes. In addition to having a magnetic card reader that is configured appropriately, you will need a monthly subscription to access the secure network that connects to ProviderOne eligibility data. This service will only be offered through MedData, the designated network switch vendor. The fee for this service is \$15 a month for each reader with unlimited transactions.

**Who do I call for help with:**

For help with known approved reader specifications for devices, related compatibility questions and questions on how to subscribe to the service, please call MedData at 1-877-633-3282. You may also send inquiries to

[support@meddatahealth.com](mailto:support@meddatahealth.com)

- Reader specs
- Subscription service
- Compatibility questions

**Can I verify client eligibility without a card reader?**

Yes. There are a number of free options to check eligibility, including:

- On-line web query thru ProviderOne eligibility inquiry - available 24/7.
- 270/271 batch eligibility inquiry and response transactions - available 24/7.
- Automated client eligibility information using the Interactive Voice Response (IVR) over the telephone, available 24/7 at 1-800-562-3022.

No matter which option providers choose, the eligibility information returned will be the same.

**More information?**

- Visit MedData's website for more on card readers, compatibility, and subscription services: <https://www.meddatahealth.com/MedData/ProviderOne/>
- For more online information about Medicaid and ProviderOne visit our Internet site: <http://hrsa.dshs.wa.gov/Provider/> which links to other pages about billing, etc.
- Review the *ProviderOne Billing and Resource Guide* booklet at [http://hrsa.dshs.wa.gov/billing/providerone\\_billing\\_and\\_resource\\_guide.html](http://hrsa.dshs.wa.gov/billing/providerone_billing_and_resource_guide.html) which is a comprehensive overview of Medicaid and using ProviderOne.

*HCA-Medicaid does not favor, endorse, or recommend Magnetic Card Readers over any other inquiry method, and does not favor, endorse, or recommend any Magnetic Card Reader model or vendor over any other model or vendor. HCA and its employees have neither a financial interest, nor any other type of interest, in which inquiry method you choose.*